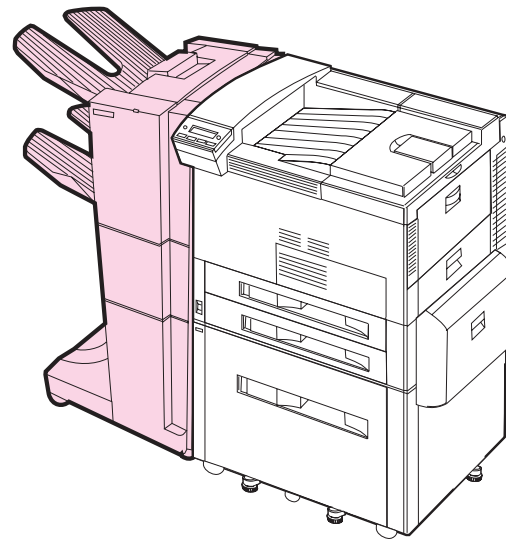


HP 3000-sheet Stacker and HP 3000-sheet Stapler/ Stacker (C4779x and C4788x)

Contents



User Guide





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Paper Handling Features

Output (Unstapled)

- 3,000 sheets Letter (20 lb bond)/A4 (80 g/m²)
- 1,500 sheets Ledger (20 lb bond)/A3 (80 g/m²)

Stapling (HP 3000-sheet Stapler/Stacker)

- 2 to 50 sheets of 20 lb bond, or equivalent job height (5 mm)
- Multiple staple positions:
 - ◆ One angled
 - ◆ One, two, three, or six
 - ◆ Custom, up to seven staples



Ordering Information

The product number for the replacement Stapler refills is C4791A (3 Stapler refills, 5,000 staples per refill).





User LED Interpretation

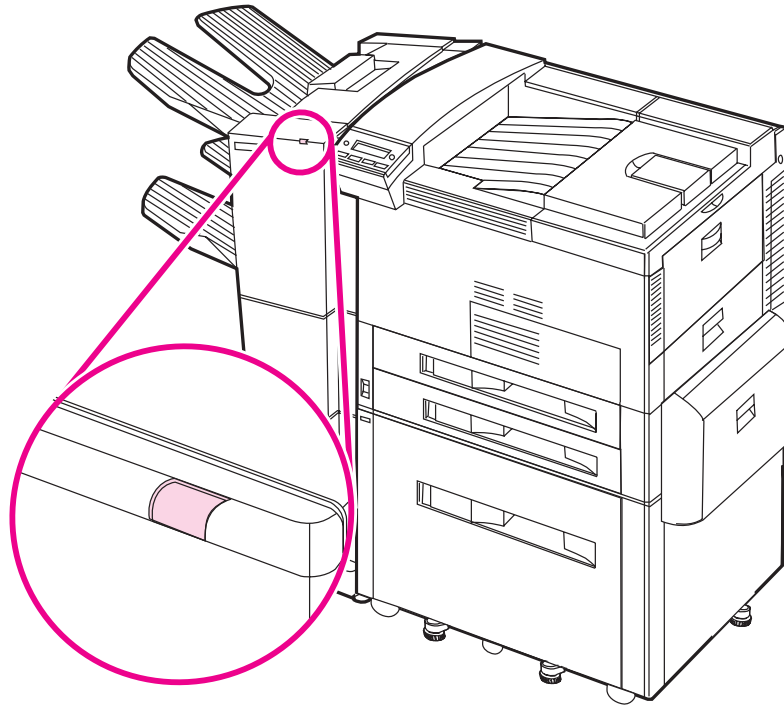
Use the following table to interpret the status of the device by referring to the user LED (see the [graphic](#) on the next page).

User LED status	Interpretation
Solid Green	The device is on and ready.
Flashing Amber	<ul style="list-style-type: none"> ● The device is not correctly attached to the printer. ● One or more bins are full. ● The device has a paper jam or staple jam, or a page needs to be removed from the bins.
Solid Amber	The device is experiencing a hardware malfunction.
Off	<ul style="list-style-type: none"> ● The printer is in PowerSave mode. Press Go on the printer's Control Panel. ● The device is not receiving power. Check the power box connections, power cables, and C-link cable connections.
Flashing Green	The device is in service mode.

Continued on next page.



The following graphic shows the location of the user LED on the device.

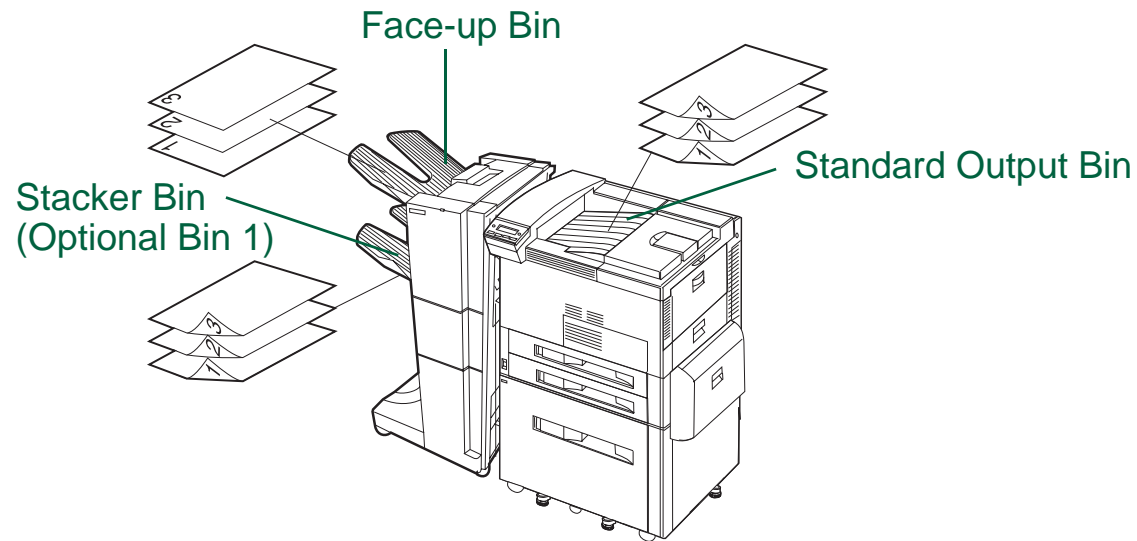




Using the Device

Selecting the Output Bin

The system has several output locations: the Standard Output Bin, the Face-up Bin, and the Stacker Bin.



Note

Envelopes, labels, and transparencies are ONLY supported in the Face-up Bin.

Using the Device





Configuring the Device

The device attaches to the left side of the printer. There is a menu in the printer's Control Panel called CONFIGURATION OF STKR where you can change the default offset and default stapler actions.

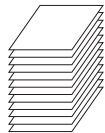
Note

The network administrator can limit access to the offset and default stapler actions.

Offset actions

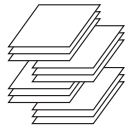
Offset Action: No

When the Job Offset mode is off, all of the jobs are stacked with no separation.



Offset Action: Yes

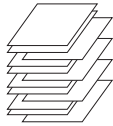
When the Job Offset mode is on, the device automatically separates complete jobs or mopies (multiple original prints of a single job). Each job or mopy is separated by offsetting the jobs from each other.



Using the Device



Offset actions (continued)

Offset Action: Job Separator

When the Job Separator action is enabled, the device automatically separates jobs or mopies. Each job or mopy is separated by only offsetting the first page.

Note

This offset action is only available for the HP 3000-sheet Stacker.





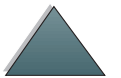
Note

The user can select the available stapler action through the printer driver (for example, 1 staple or 2 staples). When selecting any stapler action, the jobs or copies are automatically separated by offsetting the jobs or copies from each other. If the proper printer driver is not used, the default stapler action occurs.

Default stapler actions (HP 3000-sheet Stapler/Stacker ONLY)

No Staple

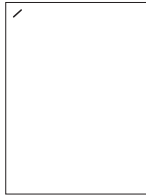
If the default action is set to No Staple, the job is not stapled.



Default stapler actions (HP 3000-sheet Stapler/Stacker ONLY) (continued)

**Angled Staple**

If the default action is set to Angled Staple, the staple is placed in the corner of the document at a 40 degree angle.

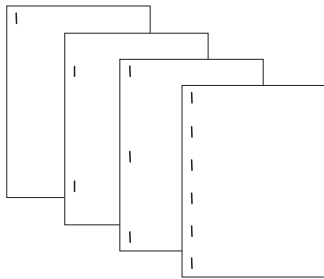
**Note**

The illustration shown is for Letter/A4. See the printer driver for different paper sizes.





Default stapler actions (HP 3000-sheet Stapler/Stacker ONLY) (continued)

One Staple, Two Staples, Three Staples, or Six Staples

If the default action is set to One Staple, Two Staples, Three Staples, or Six Staples, one job or copies are stapled with the number of staples indicated from one to six. All of the staples are placed parallel to the edge closest to the printer. These are predetermined staple positions.

Note

When using the Six Staples option, if the paper is narrower than 8.5 in. (216 mm), the job may have less than six staples.

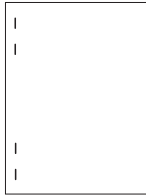
Note

The illustration shown is for Letter/A4. See the printer driver for different paper sizes.





Default stapler actions (HP 3000-sheet Stapler/Stacker ONLY) (continued)

Custom

If the default action is set to Custom, the network administrator must define the number of staples (up to seven) and their location. The users can select this feature through the printer driver.

Note

Only the network administrator can configure the Custom action through HP JetAdmin.

Note

The illustration shown is for Letter/A4. See the printer driver for different paper sizes.

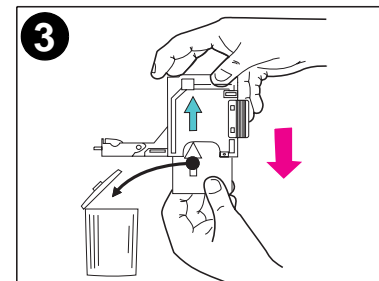
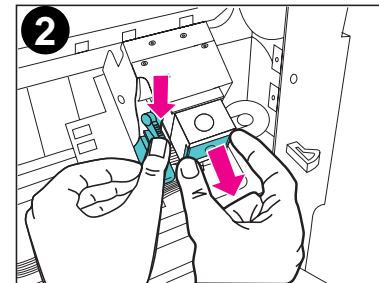
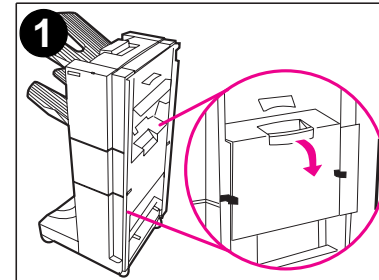




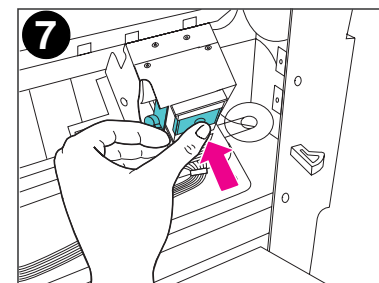
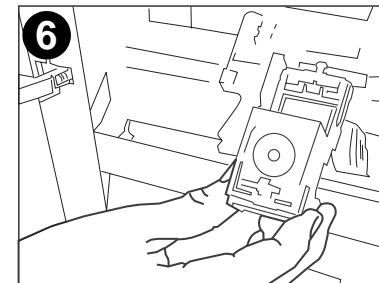
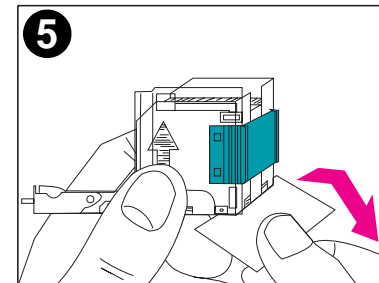
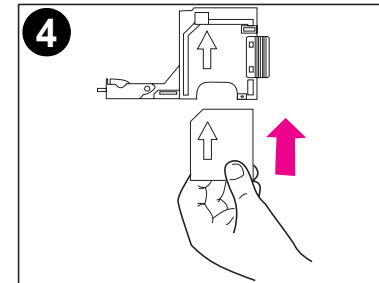
Refilling the Stapler Cartridge (HP 3000-sheet Stapler/Stacker ONLY)

- 1 Move the Stapler/Stacker away from the printer, open the Stapler door.
- 2 To remove the Stapler Cartridge, squeeze the green cartridge release handle, and pull the Stapler Cartridge out.
- 3 Remove the empty cardboard box and discard it.

Continued on next page.



- 4 Holding the Stapler refill with the arrow pointing up, insert the Stapler refill into the Stapler Cartridge.
- 5 Grasp the orange cardboard tab on the Stapler refill and remove the tape.
- 6 Insert the Stapler Cartridge into the Stapler module.
- 7 Push the Stapler Cartridge in place. A click means that the Stapler Cartridge is installed properly.





Clearing Paper Jams

The message STKR: DETACH AND CLEAR JAM displays on the Control Panel.

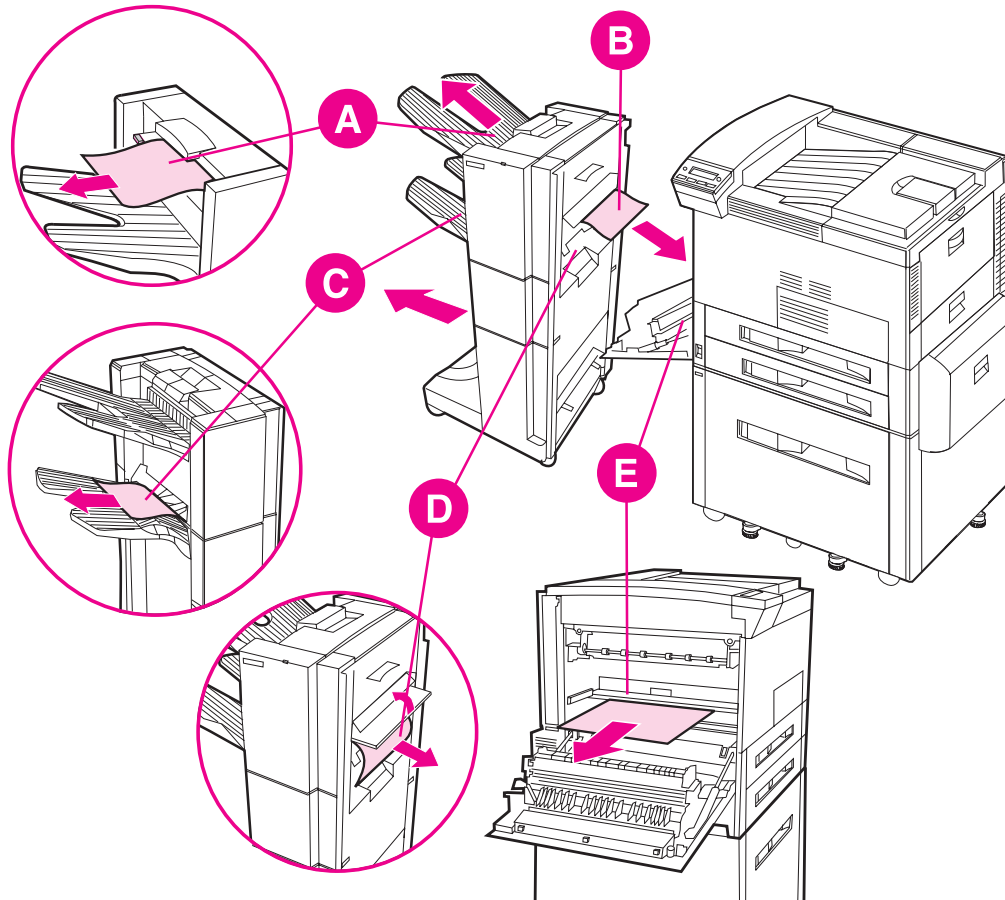
- 1 Move the device away from the printer.
- 2 Remove paper from any of the indicated areas (A, B, C, D, or E). See the [graphic](#) on the following page.
- 3 Reattach the device. Wait for the solid green status light on the user LED on the device.

Note When clearing paper jams, be very careful not to tear the paper. If a small piece of paper is left in the device, it could cause additional jams.

Continued on next page.



The following graphic shows the areas where paper jams might occur.



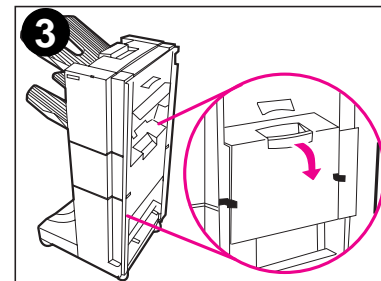
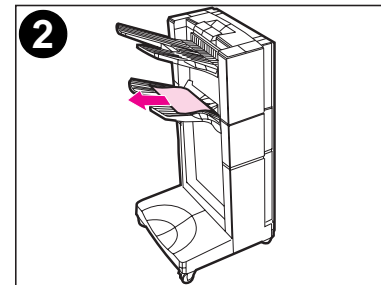
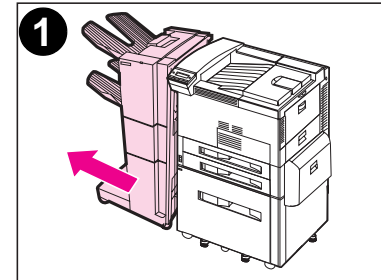


Clearing Stapler Jams

The message STKR: DETACH AND CLEAR STAPLE JAM or CHECK STAPLER DEVICE alternating with CLEAR JAMMED STAPLE displays on the Control Panel.

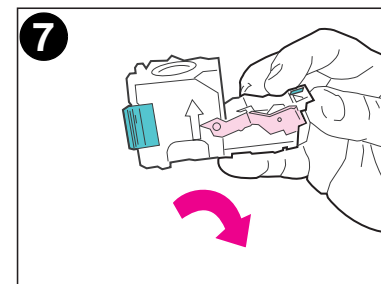
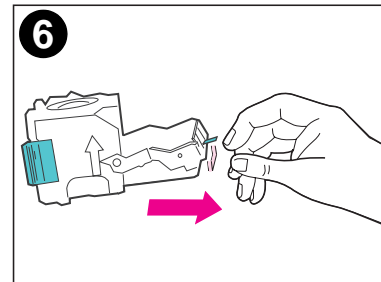
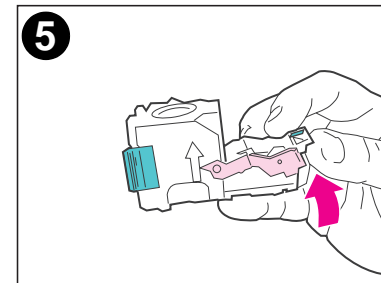
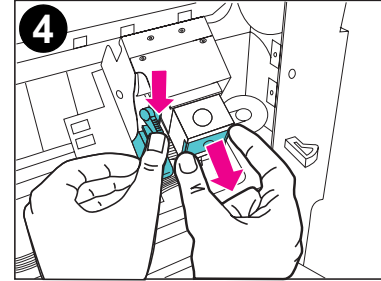
- 1 Move the Stapler/Stacker away from the printer.
- 2 To clear the paper jam from the Stacker Bin, pull the paper out of the rollers.
- 3 Open the Stapler door on the rear of the Stapler/Stacker.

Continued on next page.

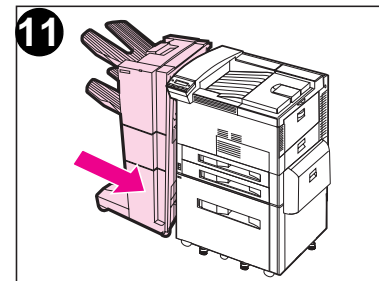
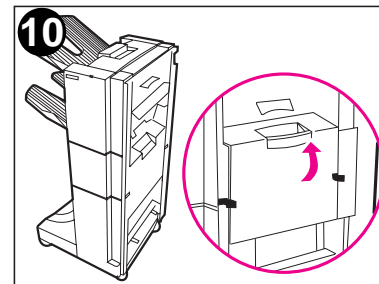
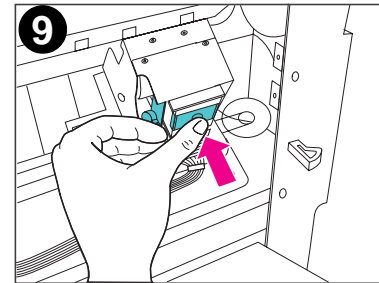
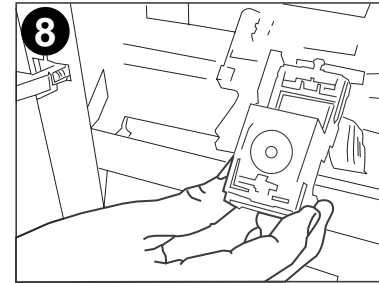


- 4 To remove the Stapler Cartridge, squeeze the green cartridge release handle, and pull the Stapler Cartridge out.
- 5 Pull the cartridge lever up.
- 6 Remove the staple that is jammed in the Stapler Cartridge.
- 7 Push the cartridge lever down.

Continued on next page.



- 8 Insert the Stapler Cartridge into the Stapler module.
- 9 Push the Stapler Cartridge into place. A click means that the Stapler Cartridge is installed properly.
- 10 Close the Stapler door on the rear of the Stapler/Stacker.
- 11 Reattach the Stapler/Stacker and wait for a solid green status light on the user LED on the device.





Control Panel Messages for the Device

The following table explains messages that might display on the printer's Control Panel. Messages are listed in alphabetical order.

Printer messages

Message	Description	Recommended action
CHECK STAPLER DEVICE alternates with CLEAR JAMMED STAPLE	A staple jam occurred.	Clear the staple jam. See page 19 for instructions.
EXTERNAL DEVICE INITIALIZING	The external device is initializing or recovering after clearing a jam condition.	No action required.
OUTPUT BIN FULL alternates with CLEAR PAPER FROM FACE UP	The bin-full sensor in the left Face-up Bin has been reached.	Empty the Face-up Bin.





Printer messages (continued)

Message	Description	Recommended action
OUTPUT BIN FULL alternates with CLEAR PAPER FROM OPTIONAL BIN 1	The Stacker Bin is full.	Empty the Stacker Bin.
STAPLER LOW ON STAPLES	The Stapler Cartridge has 20 to 50 staples remaining.	No action required.
STAPLER OUT OF STAPLES	There are no more staples in the Stapler Cartridge.	Refill the Stapler Cartridge. See page 15 for instructions.
STKR: ATTACH TO PRINTER	The device is not attached to the printer properly.	Make sure that there is a proper attachment between the device and the printer, and wait for a solid green status light on the user LED on the device.





Printer messages (continued)

Message	Description	Recommended action
STKR: CALL SERVICE alternates with STKR: ERROR ZZ alternates with 66.XY.ZZ OUTPUT DEVICE FAILURE	A hardware malfunction occurred in the device. X is 1 or 2 and Y might be 2 or 3 .	Turn the printer off, and turn the printer on. If the condition persists, contact your HP-authorized service and support provider and report the error messages. See the user guide for your specific HP LaserJet printer for service and support information.
STKR: CLOSE STAPLER DOOR	The Stapler door is open or it is not closed properly.	Close the Stapler door properly.
STKR: DETACH AND CLEAR JAM	A paper jam occurred in the device.	Clear the paper jam. See page 17 for instructions.
STKR: DETACH AND CLEAR STAPLE JAM	A staple jam occurred.	Open the Stapler door, and clear the paper or staple jam. See page 17 for instructions on clearing paper jams and page 19 for instructions on clearing staple jams.


Control Panel Messages for the Device



Printer messages (continued)

Message	Description	Recommended action
STKR: TRAY OVERLOAD alternates with CLEAR PAPER FROM OPTIONAL BIN 1	The weight capacity of the stacker bin has been reached.	Clear the paper from the Stacker Bin.
TOO MANY PAGES IN JOB TO STAPLE	The job height is greater than the stapler capacity. The height of the job to be stapled should not exceed 5 mm.	See the stapling specifications on page 32 for more information.





Determining System Problems

Output does not go to selected bin

Situation	Possible Reason
Job went to a different bin than was expected.	The selected bin does not support the media used. (See page 30 for supported paper sizes.)

Note Envelopes, labels, and transparencies are ONLY supported in the Face-up Bin.

The Stapler can staple jobs of 2 to 50 sheets or 5 mm of thickness. If the job is thicker than this, the job is ejected unstapled. The Stacker Bin can hold a maximum of 3,000 sheets, depending on the paper's size and weight.





Problems with the device

Situation	Possible Reason
Job was not stapled. (HP 3000-sheet Stapler/ Stacker only)	<ul style="list-style-type: none"> ● The job height exceeds the stapling capacity (5 mm). ● There is a staple jam. ● A single-page job was sent to the Stapler; it will not be stapled. ● The Stapler ran out of staples.
Printer does not recognize the device or the user LED on the device is off.	<ul style="list-style-type: none"> ● Check the power cords (see page 29). ● Check the C-link cables (see page 29). ● Make sure that the device has been configured in the printer driver. ● If the printer still does not recognize the device, contact a dealer or authorized HP service provider. See the user guide for your specific HP LaserJet printer for service and support information.
Device does not power on.	<ul style="list-style-type: none"> ● Make sure that the power cord is firmly plugged into both the device and the power box (see page 29). Remove and reconnect the power cord. ● Turn the printer off, check all of the C-link connections (see page 29), and turn the printer on.



Determining System Problems



Problems with the device (continued)

Situation**Possible Reason**

Paper jams and paper feeding problems.

- Make sure that you are using the supported paper weights and sizes (see page [30](#)).
- Check the cables and connectors between the printer and the device. See page [29](#) for cabling configurations.
- Repeated paper jams between the printer and the device might mean that the printer and device are set up on an uneven floor. Level the device. See the installation guide for instructions.

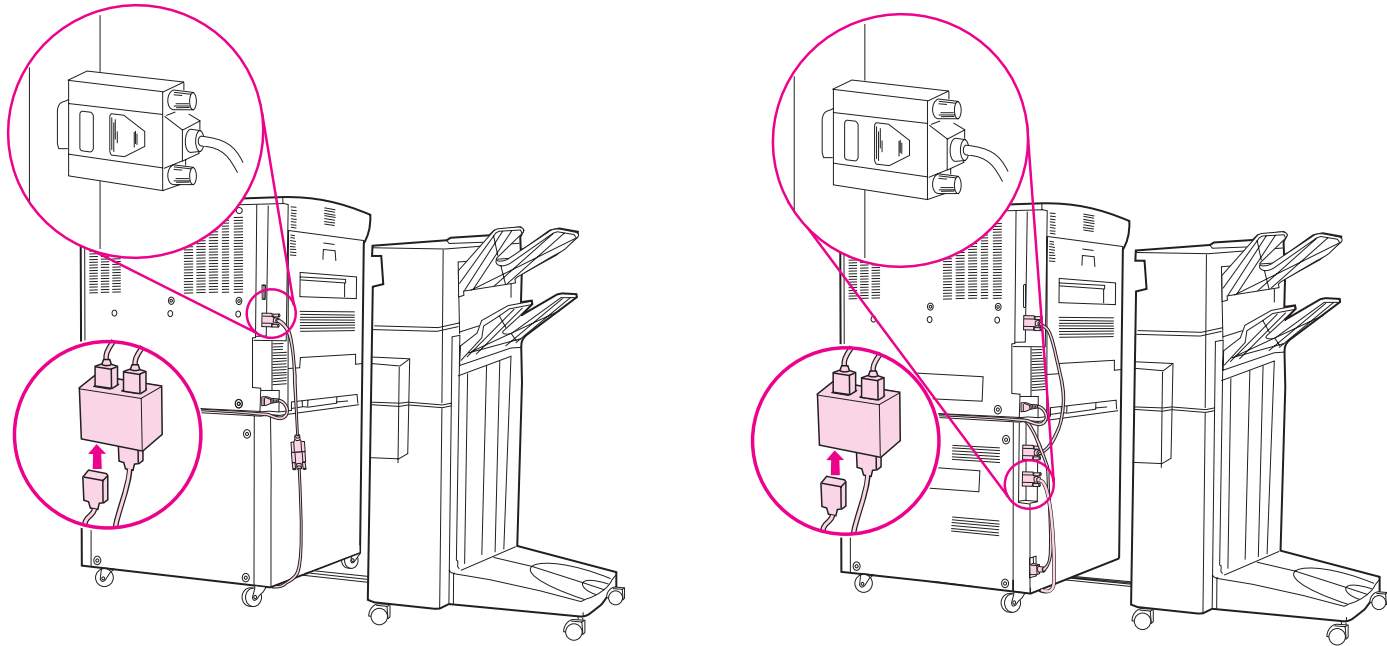
CAUTION

Using paper outside HP specifications may cause problems for the printer, requiring repair. This repair is not covered by the Hewlett-Packard warranty or service agreements. See the paper specifications in the user guide for your specific HP LaserJet printer.





Cabling Installation Roadmap





Supported Paper Sizes

Tray, Bin, or Stapler	Capacity	Paper	Weight
Face-up Bin	Up to 125 sheets Letter (20 lb bond) A4 (80 g/m ²)	<ul style="list-style-type: none"> ● Letter, ISO A4 (landscape orientation only) ● Legal, Ledger (11 x 17 in.), A3, JIS B4, JIS Double Postcard, JPostD, JIS B5, A5, Executive, JIS Exec, 8K, 16K (portrait orientation only) Custom: Minimum - 190 mm length x 98 mm width Maximum - 460 mm length x 305 mm width ● Universal: See the user guide for your specific HP LaserJet printer for size specifications. ● Envelopes: COM 10, C5, DL, Monarch, B5 (portrait orientation only) 	16 to 53 lb bond (60 to 199 g/m ²)





Tray, Bin, or Stapler	Capacity	Paper	Weight
Stacker Bin (Optional Bin 1)	Up to 3,000 sheets Letter (20 lb bond) A4 (80 g/m ²) Note The Stacker Bin's capacity varies depending on the paper's size and weight. For example, using 11 x 17 in. (20 lb bond), the capacity can be approximately 1,500 sheets.	<ul style="list-style-type: none"> ● Letter, ISO A4 (landscape orientation only) ● Legal, Ledger (11 x 17 in.), A3, JIS B4, JIS B5, A5, Executive, JIS Exec, 8K, 16K (portrait orientation only) ● Custom: Minimum - 190 mm length x 148 mm width Maximum - 460 mm length x 297 mm width <p>Note Envelopes, transparencies, and labels are ONLY supported in the Face-up Bin.</p>	16 to 28 lb bond (60 to 110 g/m ²)





Tray, Bin, or Stapler	Capacity	Paper	Weight
Stapler	Maximum 5 mm stack height. For example, 50 sheets of 20 lb bond. Note The stapling capacity varies depending on the paper's thickness.	<ul style="list-style-type: none"> ● Letter, ISO A4 (landscape orientation only) ● Legal, Ledger (11 x 17 in.), A3, JIS B4, JIS B5, A5, Executive, JIS Executive, 8K, 16K (portrait orientation only) Note Envelopes, transparencies, and labels are ONLY supported in the Face-up Bin.	16 to 28 lb bond (60 to 110 g/m ²)

For more information such as physical dimensions, paper guidelines, and environmental specifications, see the user guide supplied with your specific HP LaserJet printer. Also see the *HP LaserJet Printer Family Paper Specification Guide*.





Information Menu

This control panel menu contains printer information pages that give details about the printer and its configuration. To print an information page, scroll to the desired page, and press **SELECT**.

Paper Path Test

The paper path test can be used to verify that the paper path is working properly or to troubleshoot problems with a type of paper.

- 1 Press **MENU** repeatedly until **INFORMATION MENU** appears.
- 2 Press **ITEM** repeatedly until **PRINT PAPER PATH TEST** appears.
- 3 Press **SELECT** to select the paper path test.
- 4 Select the input tray, output bin, duplexer (if available), and number of copies using the **-VALUE+** key and the **SELECT** key. After selecting the last option, the paper path test automatically starts.

For the HP 3000-sheet Stapler/Stacker: To send the output to the Face-up Bin, select the **FACE-UP BIN** option. To send the output to the Stacker Bin, select the **OPTIONAL BIN 1** option.

Continued on next page.





Note

When running the paper path test to confirm that the stapler is working correctly, make sure that one of the stapler action options has been selected. If one has not been selected, the job will not be stapled. Also make sure that you are selecting and sending more than one copy.





Paper Handling Menu

When paper handling settings are correctly configured through the printer's Control Panel, you can print by choosing the type and size of paper from the printer driver or software application.

Item	Values	Explanation
PAPER DEST= STANDARD OUTBIN	STANDARD OUTBIN FACE-UP BIN OPTIONAL BIN 1	OPTIONAL BIN 1 only appears when an output device is installed. Set the value to correspond with the appropriate bin.



Regulatory Information

For regulatory information, see the user guide supplied with your specific HP LaserJet printer.



Service and Support

For warranty information, see the user guide supplied with your specific HP LaserJet printer. For support telephone numbers, see the HP Customer Care section of the user guide for your specific HP LaserJet printer.

